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De-escalating patients with cognitive difficulties

De-escalation is applying methods that help to manage a patient’s agitation and aggression. Medications can help but they take time to get in the system. Keeping staff and patients safe is always the first priority at Unity.

Basics for safety in a psychiatric care setting

* Remain calm, non-aggressive, and clear with language
* listen to what the patient is saying
* communicate before touching or moving a patient as to not startle
* Do not assume they do not understand what is being said
* Do not argue OR USE WORDS THAT SOUND NEGATIVE
* Be respectful when speaking
* use non-threatening body language
* Develop a sense of trust with each patient
* Learn what triggers difficult behaviors
* determine what calms behaviors for each individual
* make nurseS aware of behavior changes or aggression

Create a less stimulating atmosphere

* Keep surrounding noise levels low
* Play calm music
* Turn lights down low
* Do not have loud conversations
* mULITPLE PEOPLE SPEAKING MIGHT CONFUSE PATIENTS

Keep yourself safe

* If a patient becomes physically violent, put space between them AND YOU, like furniture
* Know where the exits and doors are located
* Create a distraction to calm the patient

Aggression and bad behavior should not BE TAKEN personally. bRAIN DISORDERS CHANGE HOW A PERSON REACTS AND RESPONDS TO MANY SITUATIONS. HOW WE SPEAK AND ACT CAN CALM THEIR BRAIN ACTIVITY AND LESSEN AGITATION. lEARN TO RESPOND AND NOT REACT.